

MERIT AWARD BOARD
September 20, 2018 – 9:30 AM

**Nevada State Library
Archives & Public Records
100 North Stewart Street Board Room, 1st Floor
Carson City NV 89701**

and

**Grant Sawyer State Building
555 East Washington Avenue
Room 1400
Las Vegas NV 89101**

**The sites will be connected by videoconference.
The public is invited to attend at either location.**

**MINUTES OF MEETING
(pending Board approval)**

Merit Award Board

Members

Present:

Shannon Litz, Governor's Office
Rachel Baker, Division of Human Resource Management
Lynette Aaron, Governor's Finance Office
Carol Larry, American Federation of State, County, and Municipal Employees (AFSCME)
Gordon Mildren, Representative, American Federation of State, County, and Municipal Employees (AFSCME)

I. Call to Order, Roll Call

Chairperson Litz: Called the meeting to order. Also present were: Ylexis Sizemore and Christine Boggs with the Department of Employment, Training and Rehabilitation (DETR).

II. ADOPTION OF MINUTES FOR JUNE 21, 2018 – FOR POSSIBLE ACTION

Chairperson Litz: Asked if there were any changes to be made to the minutes of the June 21, 2018 meeting. **Rachel Baker:** Stated there were a few small formatting errors.

MOTION: Moved for approval of adoption of minutes for 6/21/18 Meeting.
BY: Gordon Milden
SECOND: Lynette Aaron
VOTE: The vote was unanimous in favor of the motion.

III. EMPLOYEE SUGGESTIONS — FOR POSSIBLE ACTION

- A. Ylexis Sizemore (tabled from June 21, 2018, meeting)**
- B. Elizabeth Moore**
- C. Jocilyn Cervantes**
- D. Kathleen Taylor**
- E. Laura Jenkins**
- F. Sandra Jackson-Oliver**
- G. Brandon Charles**

A. Ylexis Sizemore (tabled)

Chairperson Litz: reminded members that Ms. Sizemore's suggestion was that a procedure could be developed to automatically withdraw a claim per a set period of time. Ms. Sizemore stated that if a claim is ineligible, the claimant can't submit a new claim electronically and so they must call in order to have the old claim removed. There is no time frame set to remove the claim so it stays unresolved in the system until the constituent has a reason to attempt to file again. She suggests that an automatic withdraw would increase efficiency and improve customer service. **Christine Boggs:** explained that the claim system on the internet (CSS) is programmed to let claimants put it a claim online after a one-year period. She stated that she was unable to duplicate the problem herself. **Ylexis Sizemore:** stated this was not the case in her personal experience; she's seen claimants be stopped from opening a claim after being ineligible for many years. **Christine Boggs:** said she checked with the southern call center supervisory staff as well as the programmers and they all confirmed claimants should be able to file online. **Gordon Milden:** suggested that Ms. Sizemore provide real-time examples to the IT team. **Christine Boggs:** stated the Agency won't provide that kind of personal information outside of the agency. She will look into the problem right away. Ms. Boggs went on to say her biggest concern about the proposal to withdraw a claim without

the claimant's permission was that they would actually be taking away the claimant's right to due process. She gave several examples to show how withdrawing claims without giving claimants any appeal rights is not best practice. Ms. Boggs said she also questioned the claim that this would be a money-saving move. She examined the overall claim numbers out of her office for a one-year period and found that there would be a call savings of only 0.035% under the suggested plan. The bottom line is that all the savings this plan might produce would be lost under just one appeal. She reiterated that from all the data she pulled, and the testing, and verifying with the assistant managers in the southern call center, and her supervisor, there did not seem to be any problems. She said figuring this out will be her top priority. **Ylexis Sizemore:** restated that in her personal experience working in the call center, ineligible claims will sit there for years and the claimants can't open their claims online. She still suggests a timeline for claims to be pulled. **Gordon Milden:** suggested that before they put anything into action, they check with IT and programmers to see if they can fix this glitch. **Christine Boggs:** reminded Members that when they withdraw a claim, that's it. There's no paying the claimants. That's why they want the claimant to tell them they want to withdraw the claim. **Ylexis Sizemore:** said she knew how the system was supposed to work and it just wasn't working that way. It would be great if it worked correctly. **Christine Boggs:** assured Ms. Sizemore she would look into this again as soon as possible. **Chairperson Litz:** suggested this matter be tabled; they need to resolve whether or not it's a computer glitch. She said she would appreciate it if others could supply some good examples of where things haven't moved through the system correctly so they can see if it's a computer glitch or something different.

B. Elizabeth Moore

Chairperson Litz: provided an overview of this suggestion for an awareness program with the State Library Archives and Public Records Department. Before documents are sent to be archived, all extraneous materials (paper clips, fasteners, binders, report covers) should be removed and reused in state offices. This helps to preserve the items and also takes up a lot less storage space therefore keeping the costs down. The Division Administrator for the Nevada State Library Archives and Public Records stated that they have decided to make this part of the agency's training program and implementation has already begun. **Carol Larry:** stated she didn't see what the overall savings would be. **Chairperson Litz:** agreed that they didn't have an overall picture of how much they're anticipating in savings so they would need some numbers and some implementation on this suggestion. **Lynette Aaron:** questioned the specific job duties of Ms. Moore. **Chairperson Litz:** stated if this suggestion changes Ms. Moore's ultimate job duties it could have a direct effect on her position. **Gordon Milden:** suggested contacting the Agency to find out her responsibilities. **Chairperson Litz:** stated she will follow up with the agency. They do need a clarification from administration on how this really affects Ms. Moore's job and how these pieces go together. She suggested this item be tabled to get more information from the agency before they proceed.

MOTION: Moved to table Agenda Item 3B
BY: Gordon Milden

SECOND: Lynette Aaron
VOTE: The vote was unanimous in favor of the motion.

C. Jocilyn Cervantes

Chairperson Litz: explained this suggestion was regarding mail that gets sent to general delivery. She said if applicants for benefits (SNAP and TANF) do not provide a complete mailing address, their mail is routed to general delivery. She suggested the Agency needs to increase awareness among their clients that general delivery will be used when the full address is not provided. And the cost savings comes from the wasted cost of mailing items to general delivery address that are then never received. The Agency responded to this suggestion and they provided information on a system they're implementing with the upgrade that allows the customers to select a paperless notification. Also, the agency stated that the staff should be working to educate their clients on the importance of the mail that will be sent from the Agency so they better understand where that mail is going so they're able to pick it up. **Gordon Milden:** stated it may be more expedient for the state to push electronic as opposed to general mail or certified mail.

MOTION: Moved to deny Agenda Item 3C
BY: Gordon Milden
SECOND: Lynette Aaron
VOTE: The vote was unanimous in favor of the motion.

D. Kathleen Taylor

Chairperson Litz: announced that prior to the meeting they received an email from the Agency asking that this suggestion be tabled since there was a conflict and representatives from the Agency didn't want to attend the meeting to elaborate on Ms. Taylor's comments and questions about this suggestion. The Chair recommended Kathleen Taylor's suggestion be tabled until the next meeting in order to accommodate that request.

E. Laura Jenkins

Chairperson Litz: explained Ms. Jenkins' suggestion for a commuter alert system. Ms. Jenkins stated that while NDOT works with the public about hazards, road obstructions, and other conditions, a real time alert system would help people to plan their travel and adjust accordingly to save time and stress. NDOT's position is that with the launch of the My 511 NV system, this is already being done. The new system can provide a text or email alert when the user submits their proposed route. **Lynette Aaron:** said this system is just what Ms. Jenkins suggested.

MOTION: Moved to deny Agenda Item 3E
BY: Lynette Aaron
SECOND: Gordon Milden
VOTE: The vote was unanimous in favor of the motion.

F. Sandra Jackson-Oliver

Chairperson Litz: explained Ms. Oliver’s suggestion of reducing or eliminating printing and scanning of documents coming through the Division. Ms. Oliver stated that funds could be saved in paper cost, shredding, copying and scanners, in addition to the time, potential improved customer service, and the elimination of papers that can be lost or misplaced throughout the Agency. This was reviewed by the Agency and they said that it would be cost prohibitive since more staff would be needed to scan as they go, opposed to the current process. And Agency review also says that the copiers, paper, etc. would still be needed in the Division.

MOTION: Moved to deny Agenda Item 3F
BY: Carol Larry
SECOND: Gordon Milden
VOTE: The vote was unanimous in favor of the motion.

G. Brandon Charles

Chairperson Litz: explained Mr. Charles’ suggestion of bringing back furloughs in order to save money. Peter Long from Human Resources responded it would take a legislative order or edict or act to implement furloughs again.

MOTION: Moved to deny Agenda Item 3G
BY: Gordon Milden
SECOND: Lynette Aaron
VOTE: The vote was unanimous in favor of the motion.

IV. PUBLIC COMMENT & DISCUSSION

None.

V. DISCUSSION AND ANNOUNCEMENT OF DATES FOR NEXT MERIT AWARD BOARD MEETING.

After discussion, it was determined that the Board wasn’t required to have four meetings each fiscal year. **Chairperson Litz:** suggested that the Board “touch base” in November, to see if they felt a December meeting was necessary or if it could wait until January.

VI. ADJOURNMENT

MOTION: Moved that the Merit Award Board meeting be adjourned.
BY: Gordon Milden
SECOND: Lynette Aaron
VOTE: The vote was unanimous in favor of the motion.